

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE  
JOB DESCRIPTION**

POSITION TITLE: PROGRAM SPECIALIST I -  
Information Technology

SALARY GROUP: B17

DEPARTMENT: Information Technology Division

Page 1 of 3

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Gene P. Whitesides DATE: 06/21/2016

POSITION #: 008243

**I. JOB SUMMARY**

Performs routine consultative services and technical assistance work. Work involves assisting with planning, developing, and implementing an agency program; providing consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public; and training others. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

**II. ESSENTIAL FUNCTIONS**

- A. Assists in providing consultative services and technical assistance in areas to include Disaster Recovery (DR), Business Continuity, Continuity of Operations (COOP), and Business Impact Analysis (BIA); and provides liaison with other departments, agencies, divisions, organizations, and the public.
- B. Assists in preparing justifications for the implementation of program policies and procedures; assists with the review of program area operations to identify areas in need of change; assists with the development of plans to improve or address areas of concern; and monitors compliance with requirements, laws, regulations, policies, and procedures.
- C. Participates in program planning, development, and implementation; assists with studying, observing, and analyzing operations and problems and preparing reports of findings and recommendations; and assists in recommending activities to produce a more effective program.
- D. Schedules, organizes, and assists in conducting operational reviews; analyzes program statistics, identifies problems and discrepancies, and prepares reports of findings; assists in the preparation of correspondence, administrative reports, and specialized research projects; and assists in preparing and evaluating program budget requests.
- E. Submits Data Center Services work orders; reviews and tracks work orders for progress and accuracy and prepares reports and statistical information; and assists in the collection, organization, analysis, and preparation of materials in response to inquiries.
- F. Provides training and technical assistance to program staff.

\* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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Page 2 of 3

**III. MINIMUM QUALIFICATIONS**

**A. Education, Experience, and Training**

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Business Administration, Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning planning, research, technical program support, or management information systems experience.
3. Experience in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs preferred.

**B. Knowledge and Skills**

1. Knowledge of the principles and practices of Disaster Recovery, Business Continuity, Continuity of Operations, and Business Impact Analysis.
2. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Skill to communicate ideas and instructions clearly and concisely.
5. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
6. Skill to interpret and apply rules, regulations, policies, and procedures.
7. Skill in administrative problem-solving techniques.
8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
9. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

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Page 3 of 3

10. Skill to review technical data and prepare technical reports.
11. Skill to develop and evaluate administrative policies and procedures.
12. Skill to monitor program compliance with established policies, procedures, rules, regulations, and guidelines.
13. Skill to train others.

**IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION**

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, dolly, telephone, and automobile.